

The Oswald Road Medical Centre

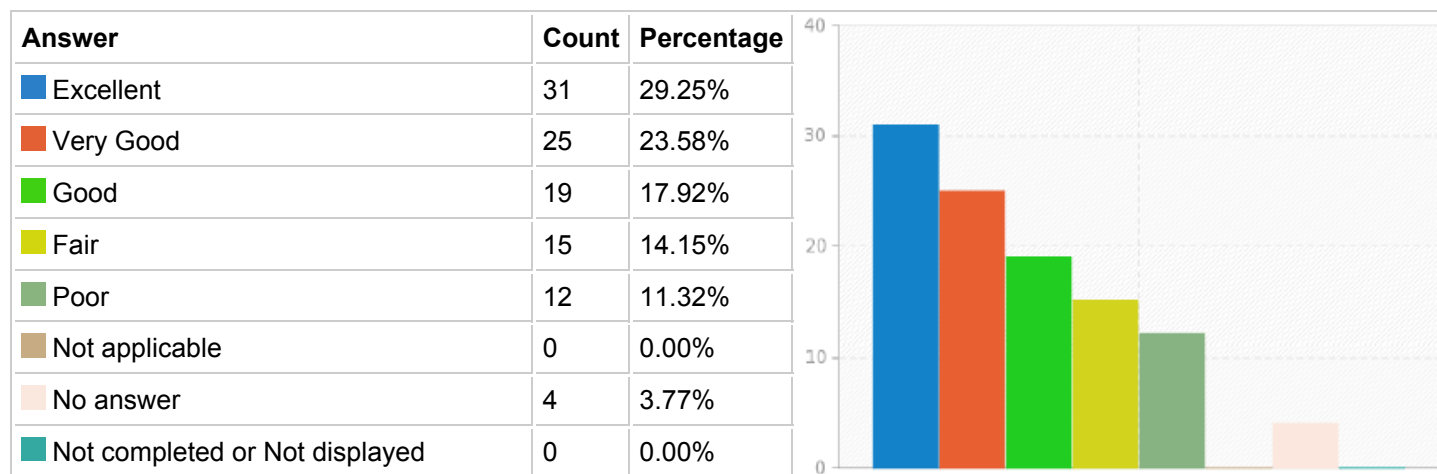
Patient Satisfaction Survey 2016 Results Summary

Number of records in this query: 106

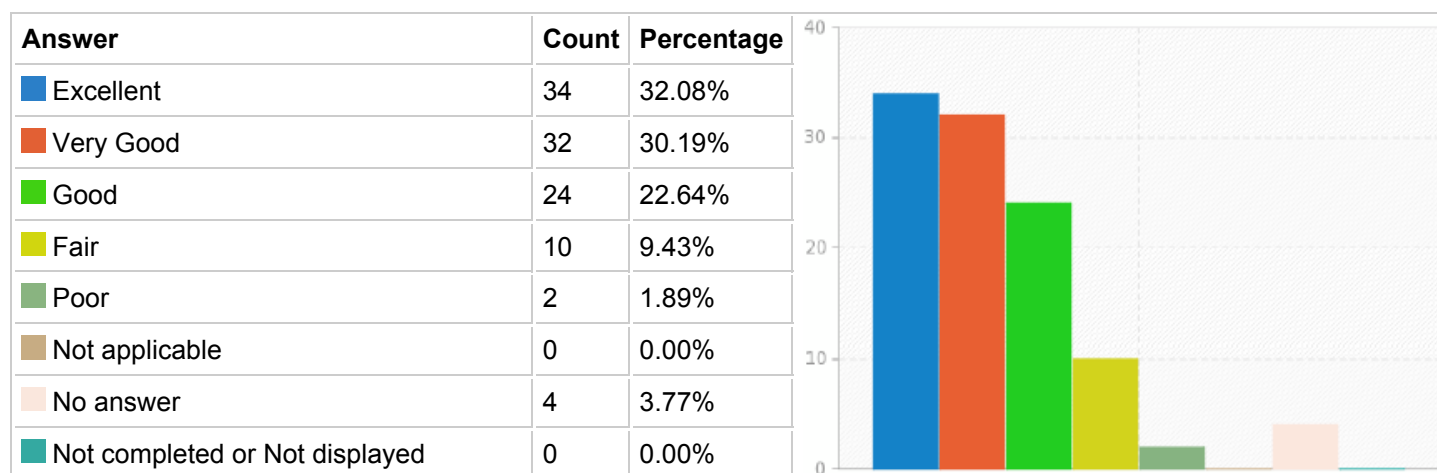
Total records in survey: 106

Percentage of total: 100%

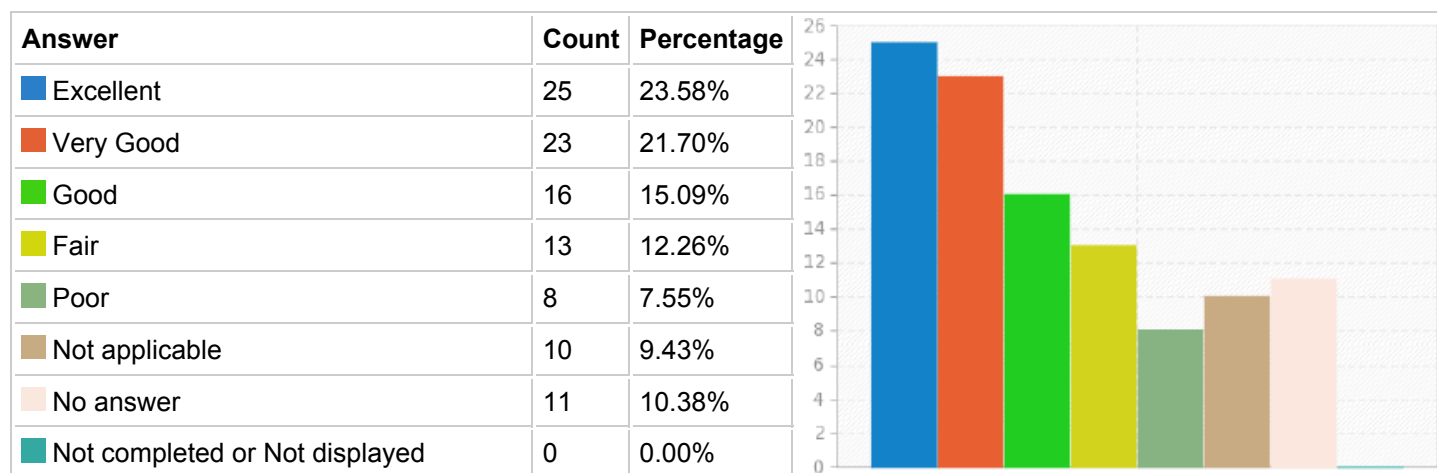
Q1: Appointments: Ease of getting an appointment



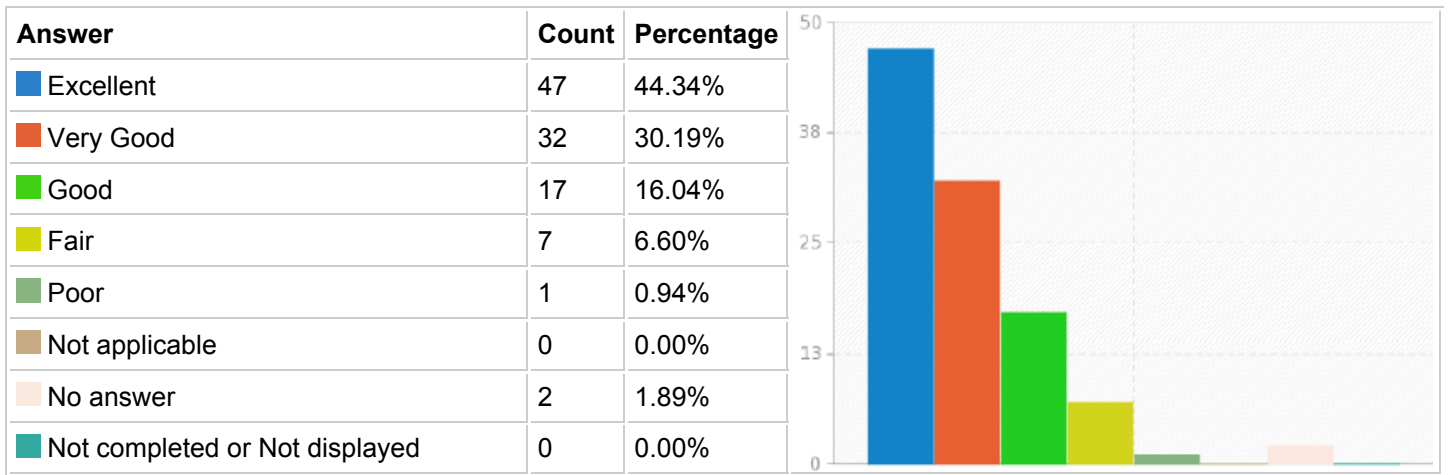
Q2: Appointments: Able to have an appointment with GP of choice



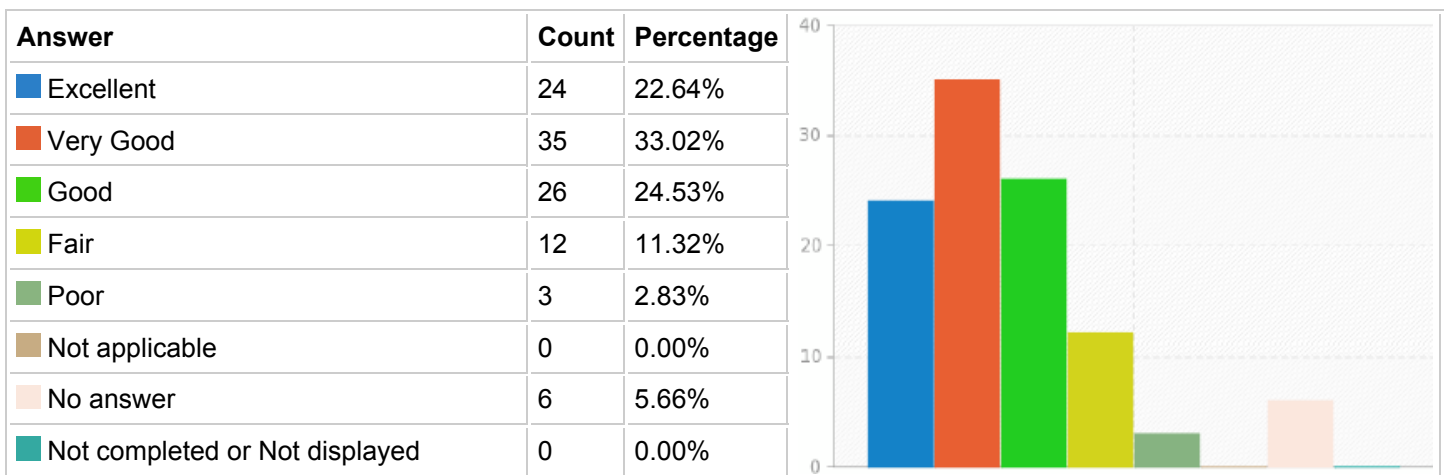
Q3: Appointments: Able to get an urgent appointment



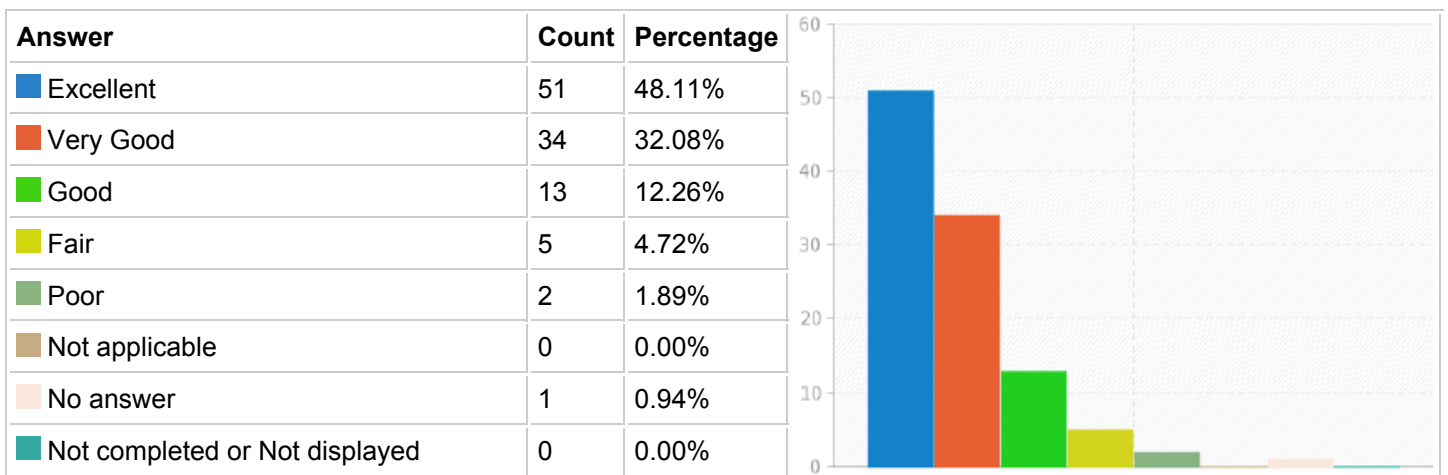
Q4: Waiting: Length of waiting time to check in at Reception



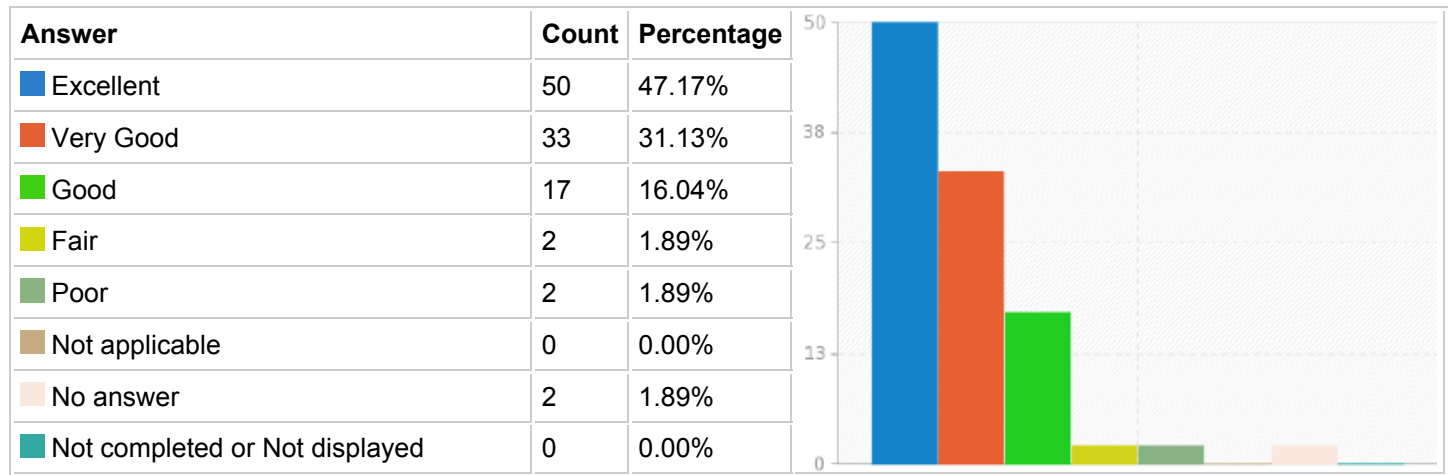
Q5: Waiting: Length of waiting time to see Doctor/GP



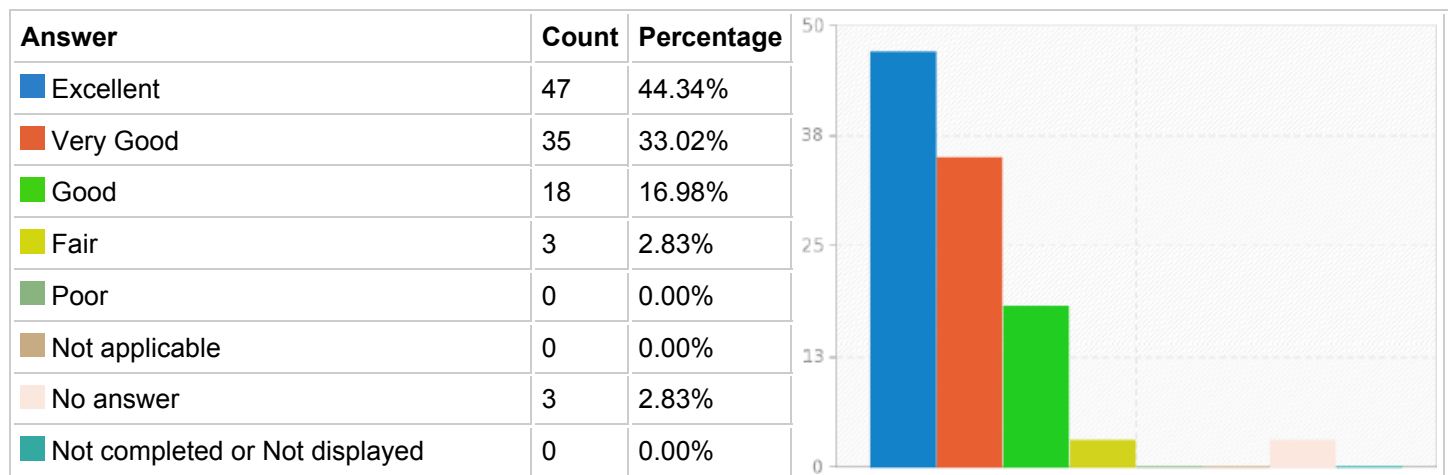
Q6: Reception: How helpful did you find Reception Staff?



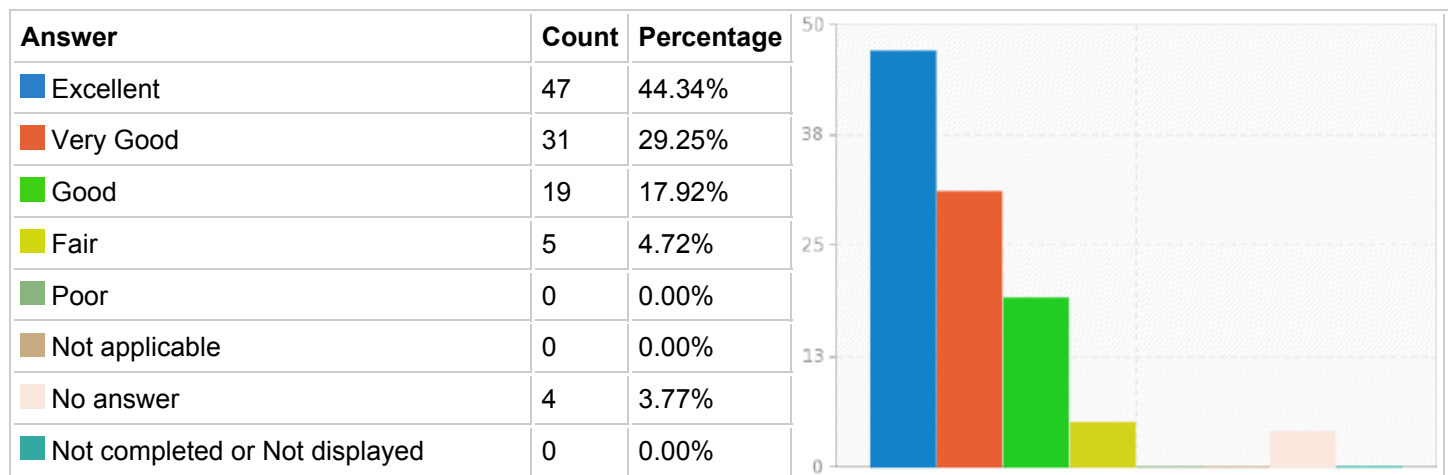
Q7: Doctors/Nursing Staff: Did they listen to your needs?



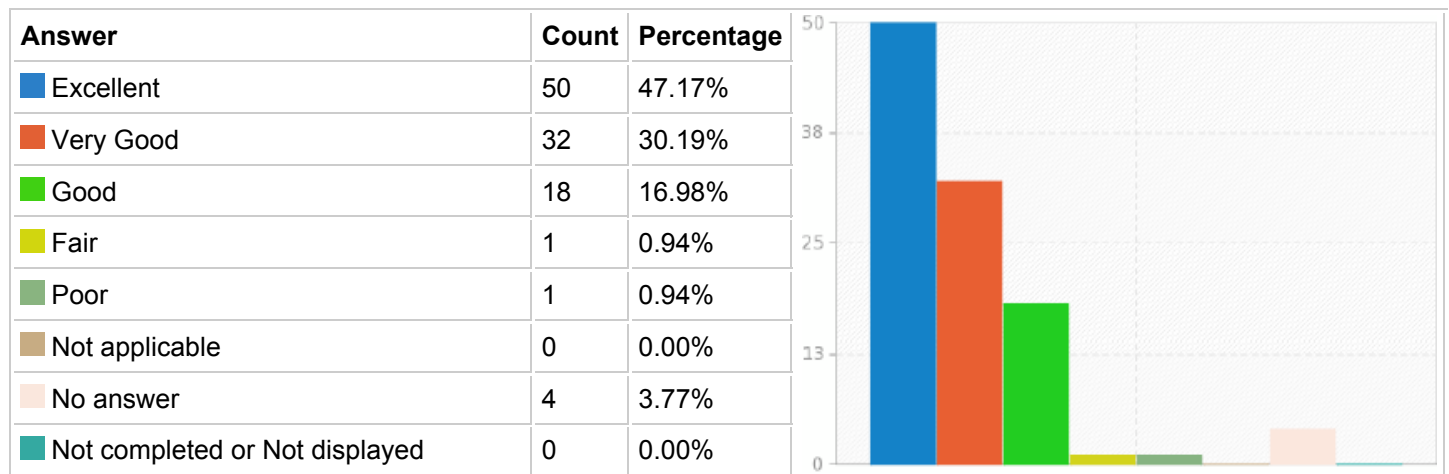
Q8: Doctors/Nursing Staff: Were they helpful and friendly?



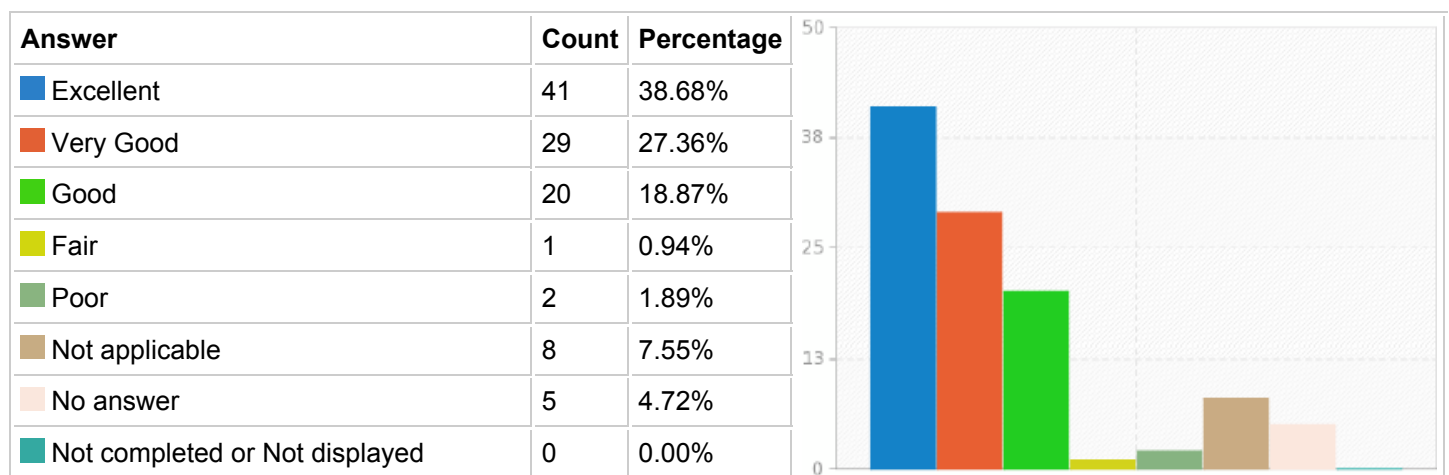
Q9: Doctors/Nursing Staff: Did they give you enough of their time?



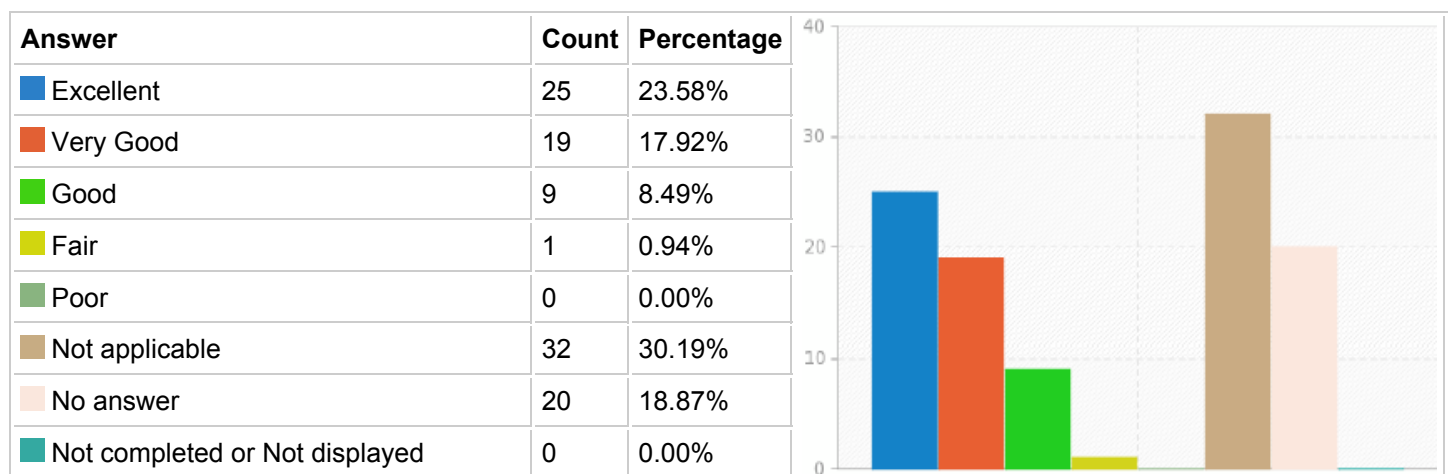
Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?



Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures

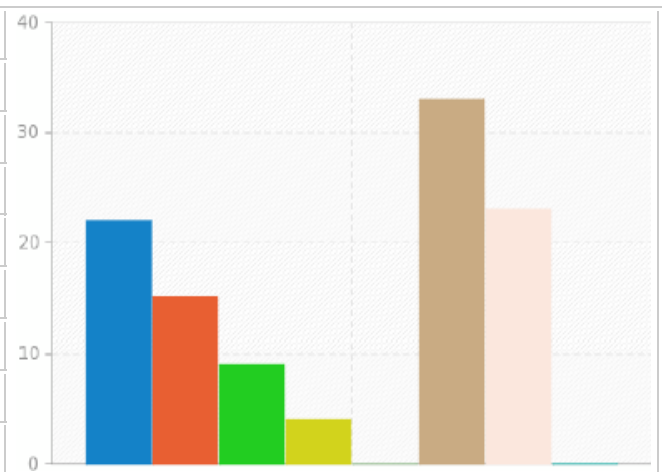


Q12. Repeat Prescriptions: Satisfaction with new online ordering service



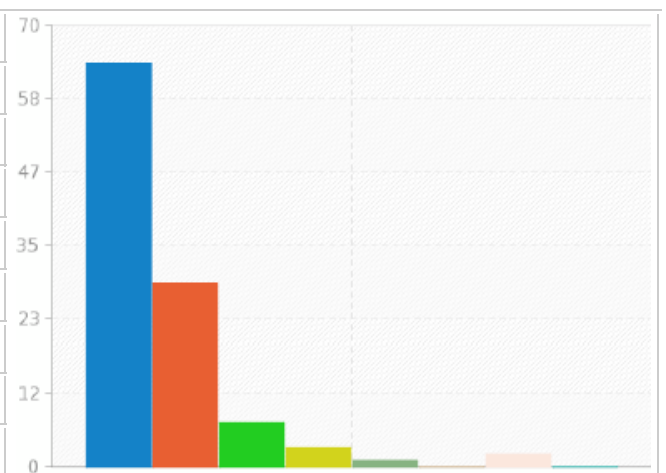
Q13. Practice Website: Satisfaction with information provided on website

Answer	Count	Percentage
Excellent	22	20.75%
Very Good	15	14.15%
Good	9	8.49%
Fair	4	3.77%
Poor	0	0.00%
Not applicable	33	31.13%
No answer	23	21.70%
Not completed or Not displayed	0	0.00%



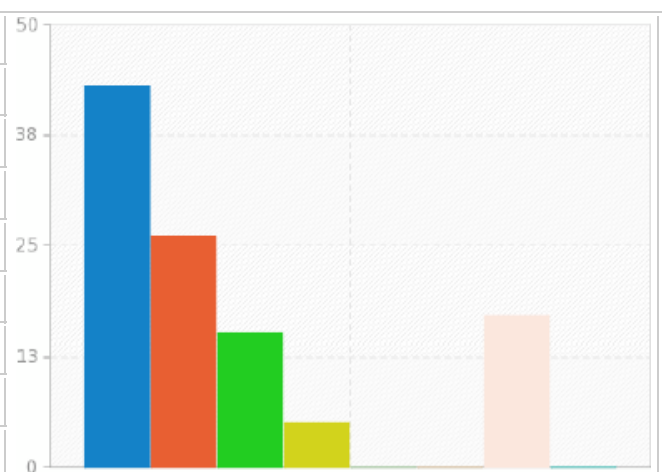
Q14. Cleanliness: Satisfaction with the cleanliness of the surgery?

Answer	Count	Percentage
Excellent	64	60.38%
Very Good	29	27.36%
Good	7	6.60%
Fair	3	2.83%
Poor	1	0.94%
Not applicable	0	0.00%
No answer	2	1.89%
Not completed or Not displayed	0	0.00%



Q15. Overall satisfaction with the practice

Answer	Count	Percentage
Excellent	43	40.57%
Very Good	26	24.53%
Good	15	14.15%
Fair	5	4.72%
Poor	0	0.00%
Not applicable	0	0.00%
No answer	17	16.04%
Not completed or Not displayed	0	0.00%



Q16. Is there anything we could do to improve the quality of our service?

Answer	Count	Percentage
Answer	31	29.25%
No answer	75	70.75%
Not completed or Not displayed	0	0.00%